

**On-Site Systems, Inc.
7638 River Road Pike
Nashville, TN 37209-5733**

(615) 356-2880
Fax: (615) 356-7295

December 11, 2003

Mr. Hal Novak, Chief
Energy & Water Division
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-5733

T.R.A. DOCKET ROOM

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RECEIVED

Re: Docket #03-00330

Petition to incorporate a revised sewer subscription contract – Data Request

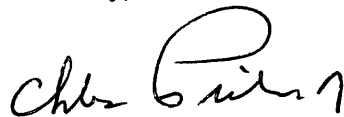
Dear Mr. Novak:

In the meeting held on December 8, 2003, Mr. Michael Hines, of Southeast Environmental, Inc. made a statement that customers in certain service territories being served by On-Site Systems do have their service disconnected for non-payment.

I would like to explain how this is done. Per our Tariff Rules and Regulations Revised sheet #4, if payment is not received within fifteen days after the due date, a registered letter will be sent to the customer (with a copy to the health authorities) stating that the customer will be disconnected from the sewer system within 15 days if payment is not received. After the 15 days, if the payment is not received a valve connecting the sewer to the main collection line is turned off and locked. This disconnects the home from the sewer system.

If you have any further questions, please give me a call.

Sincerely,



Charles Pickney, Jr.
President